**CityCare   
Bullwell, Mary Potter and or Clifton Health Centres**

**Assigned to a specific area as agreed**

**Reception Support Volunteer**

**Role Description:** Our reception teams at Bullwell, Mary Potter and Clifton Health Centres need volunteers to help with a variety of roles which will improve patient and staff experience. You will engage with visitors and patients as they arrive and help get them to their appointment or area they are visiting.

**Time Commitment**: 1 - 4 hours, any morning or afternoon. Monday to Friday 8am – 5pm

**Key tasks:**

* Responding to enquiries in a polite manner and ensuring an appropriate response is initiated
* Be a professional and welcoming presence at the reception desk
* Signposting and providing support to help people get to the right location for their appointment or area they are visiting
* Supporting staff in dealing with any urgent referrals
* Answering telephones
* Photocopying, Filing and shredding of documents
* Collation of patient packs/information

**Would suit:** Someone who is outgoing, and a people person. Patience and empathy are essential qualities.

**Desired Skills and Experience:**

* Ability to work as part of a team
* Relate to people in a polite, friendly and courteous manner with empathy and compassion
* Able to follow instructions
* Willingness to help and support staff and patients
* Adaptable and willing to learn
* Calm and composed
* Punctual and reliable
* Able to work independently and as part of a team
* Understanding of need for confidentiality although training will be provided
* Commitment to uphold CityCare values and behaviours
* Motivation and willingness to learn and complete any relevant training

**What we can provide**

* Supervision and support from a dedicated member of staff in the department
* Opportunity to join a network of volunteers
* Induction and ongoing training and education
* Re-imbursement of travel expenses
* An opportunity to gain new skills

**Dress code:**

You will be issued with a Volunteer uniform, ID badge and volunteer lanyard which you must wear at all times to show that you are volunteering. All volunteers will be expected to follow our Dress code policy.

All Volunteers will require a DBS check.

**March 2023**